

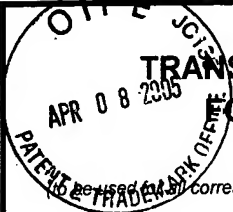
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PTO/SB/21 (09-04)

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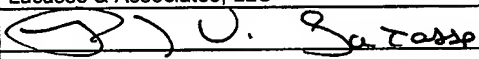
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| <br>(Do not use for correspondence after initial filing) | Application Number     | 10/708,962             |
|                                                                                                                                           | Filing Date            | 04/02/04               |
|                                                                                                                                           | First Named Inventor   | Armano, Michael Joseph |
|                                                                                                                                           | Art Unit               | Unknown                |
|                                                                                                                                           | Examiner Name          | Unknown                |
| Total Number of Pages in This Submission                                                                                                  | Attorney Docket Number | ARC920040004US1        |

| ENCLOSURES (Check all that apply)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                        |

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

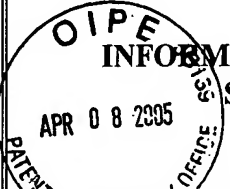
|              |                                                                                     |          |       |
|--------------|-------------------------------------------------------------------------------------|----------|-------|
| Firm Name    | Lacasse & Associates, LLC                                                           |          |       |
| Signature    |  |          |       |
| Printed name | Randy W Lacasse                                                                     |          |       |
| Date         | April 7, 2005                                                                       | Reg. No. | 34368 |

## CERTIFICATE OF TRANSMISSION/MAILING

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| SUBSTITUTED FOR PTO FORM 1449<br><br> | SERIAL NO.                                         | GROUP ART UNIT | ATTACHMENT TO PAPER NUMBER |
|                                                                                                                        | 10/708,962                                         | Unknown        |                            |
|                                                                                                                        | TITLE: <i>Business Practices Alignment Methods</i> |                |                            |
|                                                                                                                        | APPLICANT(S): Armano et al.                        |                |                            |
| DOCKET NUMBER: ARC920040004US1                                                                                         |                                                    |                |                            |

| U.S. PATENT DOCUMENTS |              |      |      |       |           |             |
|-----------------------|--------------|------|------|-------|-----------|-------------|
| INIT.                 | DOCUMENT NO. | DATE | NAME | CLASS | SUB-CLASS | FILING DATE |
|                       |              |      |      |       |           |             |
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| OTHER REFERENCES |                                                                                                                                                                                                                                                                                           |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| INIT.            | (Include name of the author, title of article, title of publication, date, pertinent pages, volume-issue, publisher city and/or country where published, etc.)                                                                                                                            |
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EXAMINER \_\_\_\_\_ DATE \_\_\_\_\_